JOB POSTING:
Bowen Island Better at Home Program Coordinator

Bowen Island, BC | Part-Time, Permanent | Approximately 10 hours/week | $30.00-$33.00/hr

About the Opportunity and NSCR

North Shore Community Resources (NSCR) is seeking a Bowen Island Better at Home Program Coordinator to coordinate practical, non-medical services that help older adults remain independent in their homes. Working within NSCR's North Shore Better at Home program, this front-line role supports seniors, families, volunteers, contractors and local community partners. The position reports to the North Shore Better at Home Program Lead or the Manager, Community Engagement and Seniors Programs.

NSCR is a community-based non-profit celebrating 50 years of supporting well-being, social connection and community participation across the North Shore. Our team values an inclusive, supportive and collegial working environment.

Key Responsibilities:

Program Development and Volunteer Support

- Support the ongoing operation and development of the Bowen Island Better at Home satellite program in collaboration with the Program Lead and NSCR management.
- Provide volunteer and staff onboarding related to the Bowen Island Better at Home Satellite program.
- Identify opportunities to strengthen or expand services based on local community needs and available resources.

Program Coordination

- Coordinate light housekeeping and transportation to medical appointments for registered Bowen Island Better at Home clients, working with volunteers and staff.
- Provide client support, protocols for services, and standard operations related to the Bowen Island Better at Home Satellite program.
- Respond to service requests from seniors, family members, caregivers and referring community professionals.
- Maintain accurate service scheduling, tracking and client records, including significant client communications.
- Ongoing recruitment and onboarding of volunteers for each area of service, as needed.
- Provide the Program Lead with information for monthly invoicing and promptly report incidents or concerns involving clients, volunteers or contractors.
- Participate in relevant United Way training and undertake additional program activities as needed.

Community Partnerships and Referrals

- Maintain relationships with Bowen Island service providers and community organizations to share information and coordinate support.
- Connect seniors with alternative resources or refer to the Bowen Island Community Health Centre when needs fall outside Better at Home services.
- Represent the program at community meetings when appropriate.

What You Bring:

- Experience working with older adults
- Experience coordinating and supporting volunteers.
- Experience delivering community programs or services, with strong organizational and administrative skills.
- Excellent interpersonal, communication and client service skills; ability to work independently and with diverse individuals and groups.
- Proficiency with Microsoft Word, Excel, Outlook and database systems.

Additional Information:

A satisfactory criminal record check, including a vulnerable sector search, and professional references are required. Screening may be repeated as required.

To Apply:

Please email applications to:

bahinfo@nscr.ca

NSCR values diversity and inclusivity and encourages applications from people of all identities. We thank all applicants; only those selected for an interview will be contacted.

NSCR acknowledges and honours that we live and work on the unceded territories of the Coast Salish peoples, including the Sḵwx̱wú7mesh (Squamish), xʷməθkʷəy̓əm (Musqueam) and səl̓ilwətaɬ (Tsleil-Waututh) Nations.